

DEPARTMENT OF HEALTH & HUMAN  
SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE**

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**DATE:** February 15, 2022  
**TO:** All Part D Plan Sponsors  
**FROM:** Jennifer R. Shapiro, Director, Medicare Plan Payment Group  
**SUBJECT:** Annual Request for Part D Payment Reconciliation Contact Information

Each year, Part D sponsors identify contact persons for the Part D payment reconciliation as well as contact persons for their Direct and Indirect Remuneration (DIR) reports. Part D sponsors will enter this contact information into the Contract Management module of the Health Plan Management System (HPMS) for active Part D contracts.

The Payment Process Contractor assists CMS with the Part D payment reconciliation process. As such, the Payment Process Contractor uses contact information from sponsors in order to communicate with the appropriate staff on certain issues. The Contractor sends and receives correspondence relating to Part D payment reconciliation to the contact persons.

**It is now necessary for the Payment Process Contractor to obtain contact information from all sponsors who had an active contract in 2021. Please note this includes sponsors who had contracts active for just a portion of 2021.** The contact person(s) for the 2021 Part D payment reconciliation should be able to represent the Chief Executive Officer (CEO) or Chief Financial Officer (CFO) and be able to respond promptly to correspondence related to the Part D payment reconciliation process. The contact person(s) for the DIR reports should be able to answer technical questions related to the 2021 DIR reports.

The contact information for individuals(s) authorized to discuss reconciliation issues as well as issues related to DIR will be collected via HPMS. Please submit this contact information into the HPMS Contract Management module using the following navigation path:

*HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.* This contact information must be submitted for each Part D contract number by **March 7, 2022.**

The Contract Management Contact Data module may not be available to **terminated contracts**. Therefore, if your contract number was active in 2021, but is no longer active in 2022 you will need to submit this information to the Payment Process Contractor using the attached form. The completed form must be sent to the Payment Process Contractor via e-mail at

[PartDPaymentSupport@acumenllc.com](mailto:PartDPaymentSupport@acumenllc.com) by **March 7, 2022**. Please note in the subject line, **“Payment Reconciliation Contact Information for Terminated Contracts.”**

Please limit the number of Part D payment reconciliation contacts and DIR report contacts to no more than two persons per parent organization (*i.e.*, two contacts for Part D payment reconciliation and two contacts for DIR reports). Each parent organization may designate only one contact as the CEO or one contact as the CFO. Multiple CEOs or multiple CFOs are not permitted. For each contact, please indicate the first name, last name, mailing address (including city, state, and zip code), phone number, fax number, and e-mail address. **We note that, with the exception of terminated contracts, sponsors are not to submit this contact information directly to the Payment Process Contractor via e-mail.**

For technical assistance in updating contact information in HPMS, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov). For other questions regarding this memorandum, please contact the Payment Process Contractor at [PartDPaymentSupport@acumenllc.com](mailto:PartDPaymentSupport@acumenllc.com).

Thank you

Attachment (for terminated contracts only)